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	Filing Date	August 19, 2003	
	First Named Inventor	Steven Knowles	
	Art Unit	3753	
	Examiner Name	Gerald A. Michalsky	
Total Number of Pages in This Submission	8	Attorney Docket Number	14921.0011 C1

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Attorney's Docket No.: 14921.0011 C1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Steven Knowles et al. Art Unit : 3753
Serial No. : 10/643,091 Examiner : Michalsky
Filed : August 19, 2003
Title : SERVICE SYSTEM AND METHOD

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AMENDMENT IN REPLY TO ACTION OF MAY 3, 2004

Please amend the above-identified application as follows:

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